

## II. Listing of Claims

This listing of claims will replace all prior versions, and listings, of claims in the application:

Claim 1-8 (canceled)

9. (previously presented) A system of workforce optimization comprising:

a task module for generating a plurality of tasks from a plurality of requests from a plurality of suppliers, wherein the tasks are to be performed at retail stores;

a prioritizing module for prioritizing the tasks, wherein the tasks are prioritized according to a status of the assigned tasks and a plurality of opportunity based retail factors, wherein the opportunity based retail factors include velocity of a retail location, number of new products for the retail location, weighted importance of the number of new products, number of non-scanned products, weighted importance of the number of non-scanned products, number of tasks to be performed at the retail location, weight importance of the tasks to be performed at the retail location, a value associated with a length of time since a task was last performed at the retail location, weighted importance of the value associated with a length of time;

a routing module for assigning one of the prioritized tasks to a member of the workforce;

a client for rendering the assigned task to the assigned member and collecting the status of the task from the member.

Claims 10-17 (canceled)

18. (withdrawn) A method of prioritizing tasks to be performed at a plurality of retail locations, comprising:

determining at least one task to be performed at a retail location;

for each task, determining a yield value by:

(a) determining a number of new products to be made available for sale at the retail location;

(b) determining a number of non-scanned products available for sale at the retail location;

(c) determining a number of tasks to be performed at the retail location;

(d) modifying the number of new products according to a first factor;

(e) modifying the number of non-scanned products according to a second factor;

(f) modifying the number of tasks according to a third factor; and

(g) summing the values of step (d), (e), and (f); and  
assigning the task to a representative according to the yield value.

19. (withdrawn) The method of claim 18, wherein step (d) further comprises modifying the modified number of new items according to a velocity value of the retail location.

20. (withdrawn) The method of claim 18, wherein the step of assigning the task further comprises modifying the yield value by a value representing the importance of the retail location.

21. (withdrawn) The method of claim 18, wherein the step of assigning the task further comprises modifying the yield value by a value representing the importance of a chain of retail locations.

22. (withdrawn) The method of claim 18, wherein the step of assigning the task further comprises modifying the yield value by a value representing the importance of a product.

23. (withdrawn) The method of claim 18, wherein the step of assigning the task further comprises modifying the yield value by a value representing the importance of a supplier.

24. (withdrawn) The method of claim 18, wherein the step of assigning the task further comprises modifying the yield value by a value representing the importance of a brand of products.

25. (withdrawn) A computer program for implementing a workforce optimization system, the computer program stored on at least one computer-readable medium and comprising:

instructions for receiving a plurality of requests from a plurality of suppliers;

instructions for determining at least one task to be performed at a retail location from the plurality of requests;

for each task, instructions for determining a yield value by:

(a) determining a number of new products to be made available for sale at the retail location;

(b) determining a number of non-scanned products available for sale at the retail location;

(c) determining a number of tasks to be performed at the retail location;

(d) modifying the number of products items according to a first factor;

(e) modifying the number of non-scanned products according to a second factor;

(f) modifying the number of tasks according to a third factor; and  
(g) summing the values of step (d), (e), and (f);  
instructions for prioritizing each task according to the yield value;  
instructions for assigning each prioritized task to a member of a workforce according to routing rules;  
instructions for rendering each assigned task to a client of the assigned member;  
instructions for collecting a status of each assigned task from the client; and  
instructions for monitoring the status of each task.

Claim 26 (canceled).